Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Administrative Services	4	97	3	104
	2	48	1	51
Customer Company Total	4	97	3	104
	2	48	1	51

Administrative Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Administrative Services	4 1	97 22	3 1	104 24
Customer Company Total	4 1	97 22	3 1	104 24

Administrative Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Administrative Services	4 0.35	97 0.59	3 0.82	104 0.59
Customer Company Total	4 0.35	97 0.59	3 0.82	104 0.59

DTS Enterprise Incident Report

As of 8/1/2011

Administrative Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Administrative Services	4 0	97 8	3 0	104 8
Customer Company Total	4 0	97 8	3 0	104 8

Administrative Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Administrative Services	4 0.73	97 4.27	3 1.49	104 4.05
Customer Company Total	4 0.73	97 4.27	3 1.49	104 4.05

Administrative Services

Detail

INC000000319538	Elizabeth Perkes	Application	None	Versatile Enterprise System		TIR Missed: Yes	TIR:	4.85
Metro B Desktop Support		Cindy Reed	Administrative Services	Low	Closed	TTR Missed: No	TTR:	4.85
INC000000324238	Kathryn Anderson	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000329915	Brian Spoon	Telecom	None	None		TIR Missed: No	TIR:	0.22
Voice Engineering		Julie Johnson	Administrative Services	Low	Closed	TTR Missed: Yes	TTR:	150.50
INC000000337923	Amanda Hensley	Network	None	None		TIR Missed: No	TIR:	0.68
Capitol Desktop Support		Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.68
INC000000340090	Roger Faris	Server	Error	None		TIR Missed: No	TIR:	0.00
Help Desk		Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR:	
INC000000340375	Vicki Schoenfeld	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.25
Capitol Desktop Support		Peter Musser	Administrative Services	High	Closed	TTR Missed: No	TTR:	2.77
INC000000340420	Joel Reeder	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D Help Desk		Doug Brown	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000340612	Bill Luttmer	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.15
Capitol Desktop Support		Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	TTR:	2.11
INC000000340615	Kevin Healy	Network	Incident	None		TIR Missed: Yes	TIR:	1.13
Network Operations		Dave Bodily	Administrative Services	Low	Closed	TTR Missed: No	TTR:	1.71
INC000000340951	Janell Tuttle	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.22
Metro B Desktop Support		Cindy Reed	Administrative Services	Low	Closed	TTR Missed: No	TTR:	1.82
INC000000341047	Tim Walden	Network	Incident	None		TIR Missed: No	TIR:	0.40
Metro B Help Desk		Janet Hongsyvilay	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000341756	Melissa Frost	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
Help Desk		Sarah Johnson	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000341776	Dylan French	None	None	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk		Doug Brown	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342086	Alan Bachman	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342121	Michael Rigby	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342124	Debbie Bowen	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00

DTS Enterprise Incident Report
As of 8/1/2011

Administrative Services

Incident	Name	Category	Type	Item	TIR Missed	TIR	Status	TTR Missed	TTR
INC000000342148	Allyson Spevak	PC/Laptop	Error	None	No	0.73			
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No		2.32
INC000000342168	Wayne Smith	Application	Password	PGP	Yes	1.53			
	Security	Ken Wheeler	Administrative Services	Low	Resolved		TTR Missed: No		1.53
INC000000342350	Mark Knowlden	PC/Laptop	Hardware	None	Yes	1.57			
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed: No		3.82
INC000000342490	Cathy Burton	Print/Copy/Scan/Fax	Incident	None	Yes	2.28			
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed: Yes		8.80
INC000000342847	Tara Eutsler	PC/Laptop	Error	None	No	0.61			
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No		0.89
INC000000342865	Brian Gillies	Application	None	Microsoft Windows 7	No	0.00			
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed		TTR Missed: No		5.94
INC000000342882	Mike Broschinsky	Application	Error	Novell GroupWise	Yes	1.88			
	Application Services	Martin Gonzalez	Administrative Services	Low	Closed		TTR Missed: No		4.28
INC000000343199	Mike Broschinsky	None	None	None	Yes	3.85			
	Capitol Hosting	Dale Hicks	Administrative Services	Low	Closed		TTR Missed: No		3.85
INC000000343209	Scott Sutherland	PC/Laptop	Hardware	None	No	0.00			
	Metro B Desktop Support	Torri Randa	Administrative Services	Low	Closed		TTR Missed: No		3.63
INC000000343230	Tim Walden	PC/Laptop	Hardware	None	No	0.00			
	Metro B Desktop Support	Anthony Booyse	Administrative Services	Low	Closed		TTR Missed: No		3.66
INC000000343246	Rachel Turley	None	None	None	No	0.00			
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No		0.00
INC000000343320	Cathy Burton	Telecom	Hardware	None	Yes	1.03			
	Voice/Data/WAN Services	Mitch Hood	Administrative Services	Low	Closed		TTR Missed: No		1.21
INC000000343357	Brian R Bales	PC/Laptop	Performance	None	Yes	1.32			
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed		TTR Missed: Yes		15.28
INC000000343406	Patricia Smith-Mansfield	PC/Laptop	Performance	None	No	0.41			
	Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Closed		TTR Missed: No		0.41
INC000000343407	Mark Dalton	PC/Laptop	None	None	Yes	2.92			
	Metro B Desktop Support	Michael Barth	Administrative Services	Low	Closed		TTR Missed: No		3.56
INC000000343479	Chiarina Gleed	Application	Reporting	Employee Gateway	Yes	1.63			
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed		TTR Missed: Yes		6.03
INC000000344013	David Lewis	Network	Password	Novell Client for 32-bit Windows	No	0.00			
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed		TTR Missed: No		0.00

Administrative Services

INC000000344089	Elizabeth Perkes	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Help Desk		Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344260	Cathy Burton	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Help Desk		Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344892	Alan Olsen	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.14
Voice Operations		Kelly Johnson	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000344932	Brett Montgomery	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.40
Voice Operations		Romanza Hamblin	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.99
INC000000345059	Brian E Nelson	Application	Error	None		TIR Missed: Yes	TIR:	1.39
Application Services		Martin Gonzalez	Administrative Services	Medium	Closed	TTR Missed: No	TTR:	2.62
INC000000345083	Mary Naylor	None	None	None		TIR Missed: No	TIR:	0.00
Metro C Help Desk		Karen Gross	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345153	Tani Downing	PC/Laptop	Virus	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Chad Poll	Administrative Services	High	Closed	TTR Missed: No	TTR:	0.00
INC000000345245	Cathy Burton	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Help Desk		Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345514	Sue Hoskins	None	None	None		TIR Missed: No	TIR:	0.25
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.55
INC000000345517	Annette Julander	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345535	Sue Hoskins	None	None	None		TIR Missed: No	TIR:	0.27
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000345709	Rodger Dickinson	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345778	Debbie Hood	Network	Performance	None		TIR Missed: No	TIR:	0.44
Metro B Desktop Support		Anthony Booyse	Administrative Services	Low	Closed	TTR Missed: No	TTR:	3.80
INC000000346067	Gary Robertson	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346134	Cathy Burton	PC/Laptop	None	None		TIR Missed: No	TIR:	0.33
Capitol Desktop Support		Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	5.65
INC000000346241	Cynthia Antonsen	Application	Error	Financial Information Network	TIR Missed: Yes	TIR:	1.08
Capitol Desktop Support		Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	4.39
INC000000346266	Alan Bachman	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00

Administrative Services

INC000000346519	Melissa Frost	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000346520	Karen Peterson	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000346590	Mindy Spring	None	None	None		TIR Missed: No	TIR:	0.22
Application Services	Tony Larsen	Administrative Services	Low	Resolved		TTR Missed: Yes	TTR:	69.68
INC000000347340	Ken Williams	Application	Password	Utah Master Directory		TIR Missed: Yes	TIR:	2.45
Help Desk	James Stearns	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	2.45
INC000000347473	Jean Draper	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D Help Desk	John Robinson	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000347533	Dave Williams	Network	Error	None		TIR Missed: No	TIR:	0.76
Capitol Desktop Support	Brian Bintz	Administrative Services	Medium	Resolved		TTR Missed: No	TTR:	1.37
INC000000347536	Stephen Smith	Application	Reporting	None		TIR Missed: No	TIR:	0.60
Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.64
INC000000347606	Brook McElmurry	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000347618	Steve Duggins	Application	Reporting	PGP		TIR Missed: Yes	TIR:	3.15
Metro C Desktop Support	Cody Flanders	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	5.33
INC000000347673	Tim Walden	None	None	None		TIR Missed: No	TIR:	0.05
Metro B Desktop Support	Anthony Booyse	Administrative Services	Low	Resolved		TTR Missed: Yes	TTR:	8.23
INC000000347835	Cerena Crosby	Telecom	None	None		TIR Missed: No	TIR:	0.18
Voice Operations	Romanza Hamblin	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.53
INC000000348022	Roger Faris	Application	Error	None		TIR Missed: No	TIR:	0.32
Capitol Hosting	Shawn Lowry	Administrative Services	Medium	Resolved		TTR Missed: No	TTR:	0.47
INC000000348069	Steve Duggins	Application	Error	PGP		TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000348107	Sue Hoskins	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	1.80
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	4.49
INC000000348136	Cathy Burton	None	None	None		TIR Missed: No	TIR:	0.98
Application Services	Martin Gonzalez	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	2.39
INC000000348253	Cee Cee Niederhauser	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000348374	Cathy Burton	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Administrative Services

INC000000348829	Kurt Baxter	Application	Error	None			TIR Missed: Yes	TIR:	1.13
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: Yes	TTR:	17.20
INC000000348832	Kurt Baxter	Application	Error	Microsoft Word			TIR Missed: No	TIR:	0.05
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	1.40
INC000000348887	Ken Williams	Telecom	None	Telephone			TIR Missed: No	TIR:	0.20
	Voice Operations	Romanza Hamblin	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.50
INC000000349015	Priscilla Anderson	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.11
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.65
INC000000349067	Sophia Manousakis	Application	None	None			TIR Missed: No	TIR:	0.29
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	5.53
INC000000349554	Loretta Hamilton	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000349607	Emily Barnes	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.21
INC000000350278	Jean Draper	Application	Reporting	None			TIR Missed: No	TIR:	0.41
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	1.67
INC000000350455	Dan Martinez	Application	Error	None			TIR Missed: Yes	TIR:	1.23
	Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	2.39
INC000000350515	Evan Taylor	None	None	None			TIR Missed: No	TIR:	0.19
	Application Server Support Team	Doug Law	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.20
INC000000351026	Gail Youngblood	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000351421	Rodger Dickinson	PC/Laptop	None	None			TIR Missed: Yes	TIR:	1.10
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	3.47
INC000000351482	Jean Draper	Billing	None	None			TIR Missed: Yes	TIR:	4.94
	Billing	Sara Huff	Administrative Services	Low	Resolved		TTR Missed: Yes	TTR:	8.29
INC000000352303	Brian Spencer	None	None	None			TIR Missed: No	TIR:	0.50
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	3.68
INC000000352356	Susan Vogel	None	None	None			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000352481	Rodger Dickinson	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000352798	Marilee Richins	None	None	Novell GroupWise			TIR Missed: No	TIR:	0.87
	Application Services	Martin Gonzalez	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	3.63

Administrative Services

INC000000352935	Julie Clark	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000352938	Tani Downing	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000353174	Brian Spencer	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000353180	Sue Lundquist	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.40
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	3.23
INC000000353208	Jan Rogerson	Application	Error	Microsoft Visio		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000353209	Vicki Schoenfeld	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	High	Resolved		TTR Missed: No	TTR:	0.00
INC000000353366	Ed Wilson	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000353431	Mike Broschinsky	Application	Error	Utah Master Directory		TIR Missed: Yes	TIR:	1.78
Capitol Hosting	Conn Peterson	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	1.78
INC000000353509	Brian Spencer	None	None	None		TIR Missed: No	TIR:	0.87
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	1.01
INC000000353625	Colin Winchester	None	None	Microsoft Word		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000353681	Mindy Spring	Application	Error	Utah Performance Management	TIR Missed: No	TIR:	0.39
Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.53
INC000000354233	Rachel Turley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000354706	Jeremy Hunter	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Steven Haderlie	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000354761	Donald Marchant	Application	None	Fleet Focus		TIR Missed: Yes	TIR:	1.18
Fleet Administration	Amanda Ronan	Administrative Services	Low	Closed		TTR Missed: No	TTR:	1.19
INC000000354773	Silvia Lane	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000354778	Mike Broschinsky	Application	Error	CA SiteMinder		TIR Missed: No	TIR:	0.48
Capitol Hosting	Mike Tyrrell	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.48
INC000000354794	Trina Shafer	Application	Error	None		TIR Missed: No	TIR:	0.27
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	1.92

Administrative Services

INC000000354976	Rodger Dickinson	Application	Password	Utah Master Directory		TIR Missed:	Yes	TIR:	1.34
	Help Desk	James Stearns	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	1.34
INC000000355109	Mike Broschinsky	Application	Error	None		TIR Missed:	No	TIR:	0.14
	Capitol Hosting	Patrick Funk	Administrative Services	High	Resolved	TTR Missed:	No	TTR:	0.14
INC000000355223	Julie Talbot	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00